

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, CA 95814



June 4, 1984

ALL-COUNTY INFORMATION NOTICE I-54-84

TO: ALL COUNTY WELFARE DIRECTORS

SUBJECT: AFDC PROGRESS REPORT AND QC ERROR RATES

REFERENCE:

Attached are the following: (1) a copy of California's Progress Report for the April 1982 - March 1983 AFDC Quality Control Corrective Action Plan, and (2) a table showing the individual county AFDC payment error rates for the October 1981 - March 1982 and April - September 1982 periods.

Progress Report

This report was submitted to the federal Department of Health and Human Services (DHHS) as required by the Code of Federal Regulations. It is being sent to you as a source of information for activities at the statewide and county levels.

Statewide Payment Error Rate

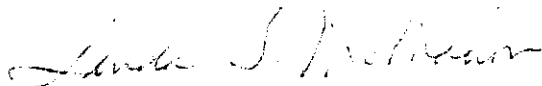
The final federal AFDC error rate for the October 1981 - March 1982 review period is 7.4 percent. Although the final federal error rate for the next period, April - September 1982, has not been officially released by DHHS, state staff have estimated that it will be approximately 4.8 percent.

As you may know, the October 1981 - March 1982 and the April - September 1982 review periods make up the second annual assessment period for federal fiscal sanctions pursuant to the Michel amendment. Final error rates will be combined to create an annual error rate. We estimate that the annual rate will be 6.1 percent. California will be subject to a federal sanction of approximately \$12 million for each percentage point the annual error rate is above 4.0 percent.

County Specific Payment Error Rates

The attached table portrays individual error rates for each of the 35 largest counties for the October 1981 - March 1982 and the April - September 1982 review periods. As you will note, there are counties with error rates above 4.0 percent. We have intensified our corrective action efforts in counties with high error rates to assist in their error reduction efforts. I am confident that renewed commitment and the new initiatives being undertaken by DSS and counties will result in reduced error rates.

If you have any questions about the Progress Report or need corrective action assistance, call the AFDC Corrective Action Bureau at (916) 445-4458. If you have questions regarding establishment of your county's error rate, call the Field Support, Analysis and Procedures Bureau at (916) 323-4949.



LINDA S. McMAHON  
Director

Attachment

cc: CWDA

**PROGRESS REPORT  
FOR CALIFORNIA'S  
APRIL 1982 - MARCH 1983  
AFDC QUALITY CONTROL  
CORRECTIVE ACTION PLAN**

**SUBMITTED BY  
CALIFORNIA DEPARTMENT OF SOCIAL SERVICES**



**FEBRUARY 1984**

May 31, 1984

AFDC PROGRAM

Quality Control Payment Error Rates

Original County Findings - Technical Errors Included

| COUNTIES        | October 1981 - March 1982 | April - September 1982 |
|-----------------|---------------------------|------------------------|
| Alameda         | 4.4                       | 2.0                    |
| Butte           | 2.5                       | 1.2                    |
| Contra Costa    | 4.2                       | 8.8                    |
| Fresno          | 1.4                       | 1.8                    |
| Humboldt        | 1.0                       | 1.6                    |
| Imperial        | 8.3                       | 8.2                    |
| Kern            | 1.2                       | 1.7                    |
| Kings           | 3.6                       | 4.8                    |
| Los Angeles     | 3.7                       | 3.8                    |
| Madera          | 2.3                       | 1.6                    |
| Marin           | 2.7                       | 4.2                    |
| Mendocino       | 0.03                      | 0.01                   |
| Merced          | 2.5                       | 5.8                    |
| Monterey        | 4.2                       | 1.9                    |
| Orange          | 5.9                       | 7.9                    |
| Placer          | 9.3                       | 6.9                    |
| Riverside       | 3.7                       | 1.7                    |
| Sacramento      | 1.3                       | 1.4                    |
| San Bernardino  | 1.7                       | 2.9                    |
| San Diego       | 7.6                       | 5.4                    |
| San Francisco   | 5.1                       | 7.9                    |
| San Joaquin     | 3.7                       | 3.1                    |
| San Luis Obispo | 2.2                       | 3.9                    |
| San Mateo       | 2.3                       | 2.0                    |
| Santa Barbara   | 3.2                       | 3.9                    |
| Santa Clara     | 7.5                       | 4.9                    |
| Santa Cruz      | 1.6                       | 2.7                    |
| Shasta          | 4.5                       | 3.0                    |
| Solano          | 5.4                       | 1.1                    |
| Sonoma          | 3.0                       | 3.3                    |
| Stanislaus      | 2.9                       | 3.0                    |
| Tulare          | 3.6                       | 3.5                    |
| Ventura         | 4.2                       | 4.7                    |
| Yolo            | 5.1                       | 4.6                    |
| Yuba            | 1.2                       | 1.4                    |

PROGRESS REPORT  
FOR CALIFORNIA'S  
APRIL 1982 - MARCH 1983 AFDC QUALITY CONTROL  
CORRECTIVE ACTION PLAN

Submitted by  
California Department of Social Services

February 1984

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## INTRODUCTION

This Progress Report is prepared for the Department of Health and Human Services in accordance with 45 CFR 205.40(b)(2)(iv)(B). Thus, it provides an evaluation and status statement on corrective actions reported in the April 1982 - March 1983 annual report. Corrective actions presented in our Supplement to the April 1982 - March 1983 report are not covered because sufficient time for this analysis has not elapsed since the December 1983 submission.

We have also chosen to provide and graphically display data from the statewide, federally required Quality Control (QC) sample and the county specific, state required QC sample. The next annual corrective action plan, as required by 45 CFR 205.40(b)(2)(iv)(A), will contain a detailed analysis of findings from these two samples.

PART 1

COMPARISON OF ERROR RATES



#### 1.A. DATA FROM FEDERAL SAMPLE

The two charts which follow display information derived from the AFDC-QC federal sample.

Chart 1 contains state error rate data for periods October 1982 - March 1983 and April - September 1983. It shows the percent of total misspent dollars, payment error rates, and projected annual cost for each of the major error elements. In certain instances, the error element names will differ between the October 1982 - March 1983 and April - September 1983 periods. The elements for the more recent period use the terminology and greater level of detail produced by the Integrated Quality Control System (IQCS). All future reports will follow the IQCS practice.

Chart 2 is a graphic illustration of the proportional relationship of the error elements in the April - September 1983 period.

Chart 1

Error Concentration for Payment to Ineligibles and Overpayments

Period: October 1982 - March 1983

| <u>Error Element</u>       | <u>Percent of Total<br/>Misspent Dollars</u> | <u>Payment<br/>Error Rate</u> | <u>Projected<br/>Annual Cost</u> |
|----------------------------|--|-------------------------------|----------------------------------|
| 1. Earned Income           | 25.5%  | 1.04%                         | \$ 27,969,969                    |
| 2. Deprivation             | 14.9   | 0.61                          | 16,406,657                       |
| (Continued Absence)        | ( 7.8)                                       | (0.32)                        | ( 8,555,195)                     |
| (U-Parent)                 | ( 7.1)                                       | (0.29)                        | ( 7,851,462)                     |
| 3. Other Pensions/Benefits | 13.9   | 0.57                          | 15,270,563                       |
| 4. Monthly Reporting       | 12.7   | 0.52                          | 13,978,085                       |
| 5. WIN                     | 10.8   | 0.44                          | 11,825,488                       |
| 6. Social Security Numbers | 8.8  | 0.36                          | 9,631,494                        |
| 7. School Attendance       | 3.4  | 0.14                          | 3,753,247                        |
| 8. All Basic Budget Allow. | 2.1  | 0.09                          | 2,327,381                        |
| 9. Relationship            | 2.1  | 0.09                          | 2,327,381                        |
| 10. Household Composition  | 1.7  | 0.07                          | 1,876,623                        |
| 11. Citizenship            | 1.4  | 0.06                          | 1,568,452                        |
| 12. Bank Accounts          | 1.1  | 0.04                          | 1,163,691                        |
| 13. Miscellaneous          | 1.6  | 0.06                          | 1,766,234                        |
| Totals                     | 100.0%                                       | 4.09                          | \$109,865,265                    |

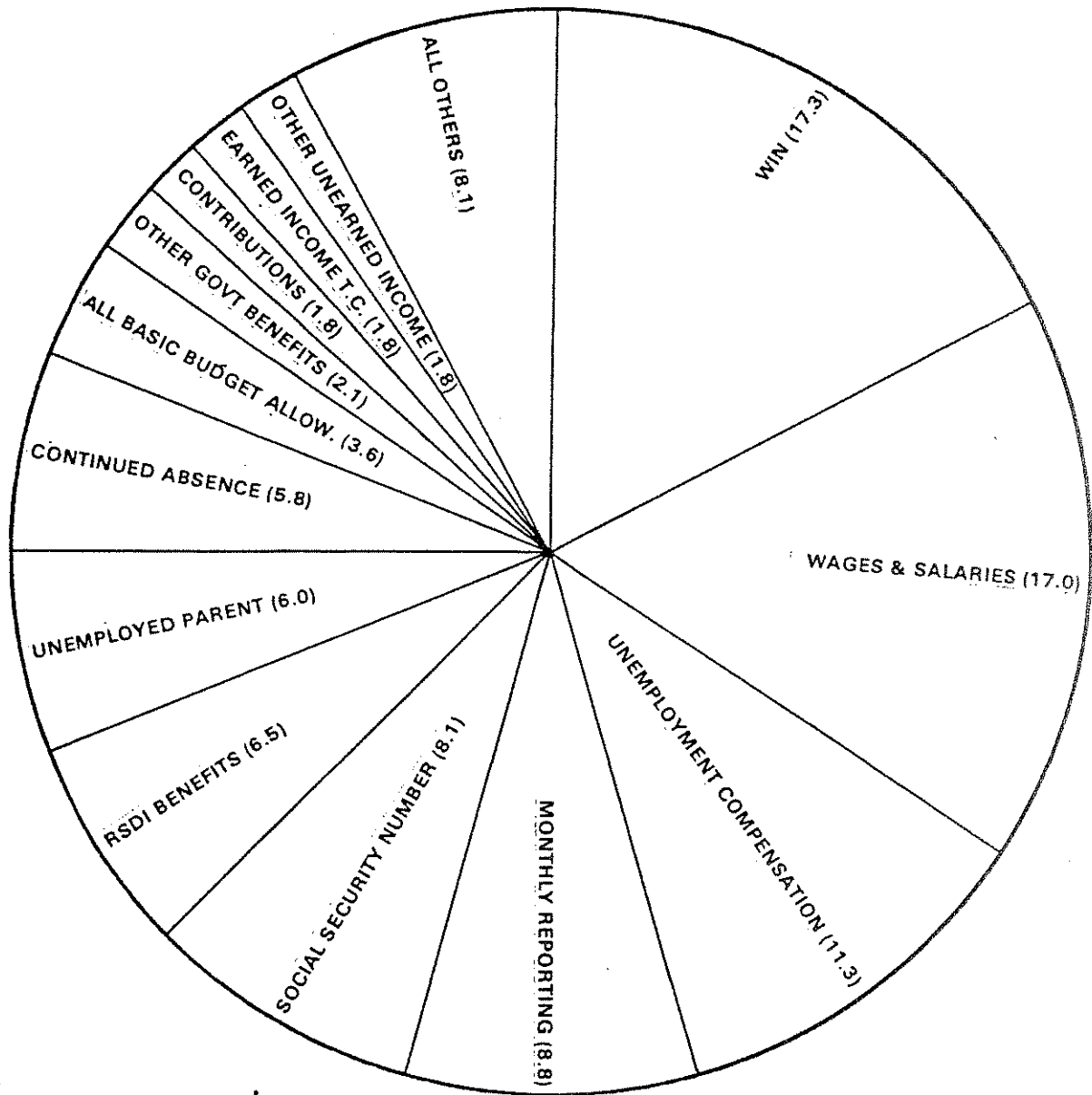
Period: April 1983 - September 1983

| <u>Error Element</u>          | <u>Percent of Total<br/>Misspent Dollars</u> | <u>Payment<br/>Error Rate</u> | <u>Projected<br/>Annual Cost</u> |
|-------------------------------|--|-------------------------------|----------------------------------|
| 1. WIN                        | 17.3%  | 0.65%                         | \$ 18,641,460                    |
| 2. Wages and Salaries         | 17.0   | 0.64                          | 18,240,111                       |
| 3. Unemployment Compensation  | 11.3   | 0.43                          | 12,182,109                       |
| 4. Monthly Reporting          | 8.8  | 0.33                          | 9,462,382                        |
| 5. Social Security Number     | 8.1  | 0.31                          | 8,744,677                        |
| 6. RSDI Benefits              | 6.5  | 0.24                          | 6,950,413                        |
| 7. Unemployed Parent          | 6.0  | 0.23                          | 6,478,238                        |
| 8. Continued Absence          | 5.8  | 0.22                          | 6,265,759                        |
| 9. All Basic Budgetary Allow. | 3.6  | 0.14                          | 3,876,555                        |
| 10. Other Government Benefits | 2.1  | 0.08                          | 2,200,334                        |
| 11. Contributions             | 1.8  | 0.07                          | 1,968,969                        |
| 12. Earned Income Tax Credit  | 1.8  | 0.07                          | 1,931,195                        |
| 13. Other Unearned Income     | 1.8  | 0.07                          | 1,883,977                        |
| 14. Real Property             | 1.7  | 0.07                          | 1,865,090                        |
| 15. Citizenship and Alienage  | 1.5  | 0.06                          | 1,662,055                        |
| 16. Proper Person             | 1.5  | 0.06                          | 1,581,785                        |
| 17. Household Composition     | 1.2  | 0.05                          | 1,293,759                        |
| 18. Age and School Attendance | 1.1  | 0.04                          | 1,227,654                        |
| 19. Miscellaneous             | 1.1  | 0.04                          | 1,010,455                        |
| Totals                        | 100.0%                                       | 3.75%*                        | \$107,466,977                    |

\*Actual payment error rate for payments to ineligible and overpayments. Column total is 3.8% due to rounding.

## CHART 2

### PERCENT OF DOLLARS IN ERROR (INELIGIBLE AND OVERPAYMENTS) BY ERROR ELEMENT



DATA FROM APRIL — SEPTEMBER 1983 PERIOD

### 1.B. DATA FROM STATE SAMPLE

The following two charts were developed based on the results of the latest available AFDC-QC State Sample data (April-September 1982).

Chart 3 combines the April-September 1982 data with that from the prior three periods. The map shows individual county error rate trends in relation to the national and state tolerance levels.

Chart 4 displays county-specific error rate data in ascending order of magnitude, separating counties with error rates above and below the 4.0% tolerance level.

# CHART 3

## ERROR RATE TRENDS FOR CALIFORNIA COUNTIES OCTOBER 1980 - SEPTEMBER 1982

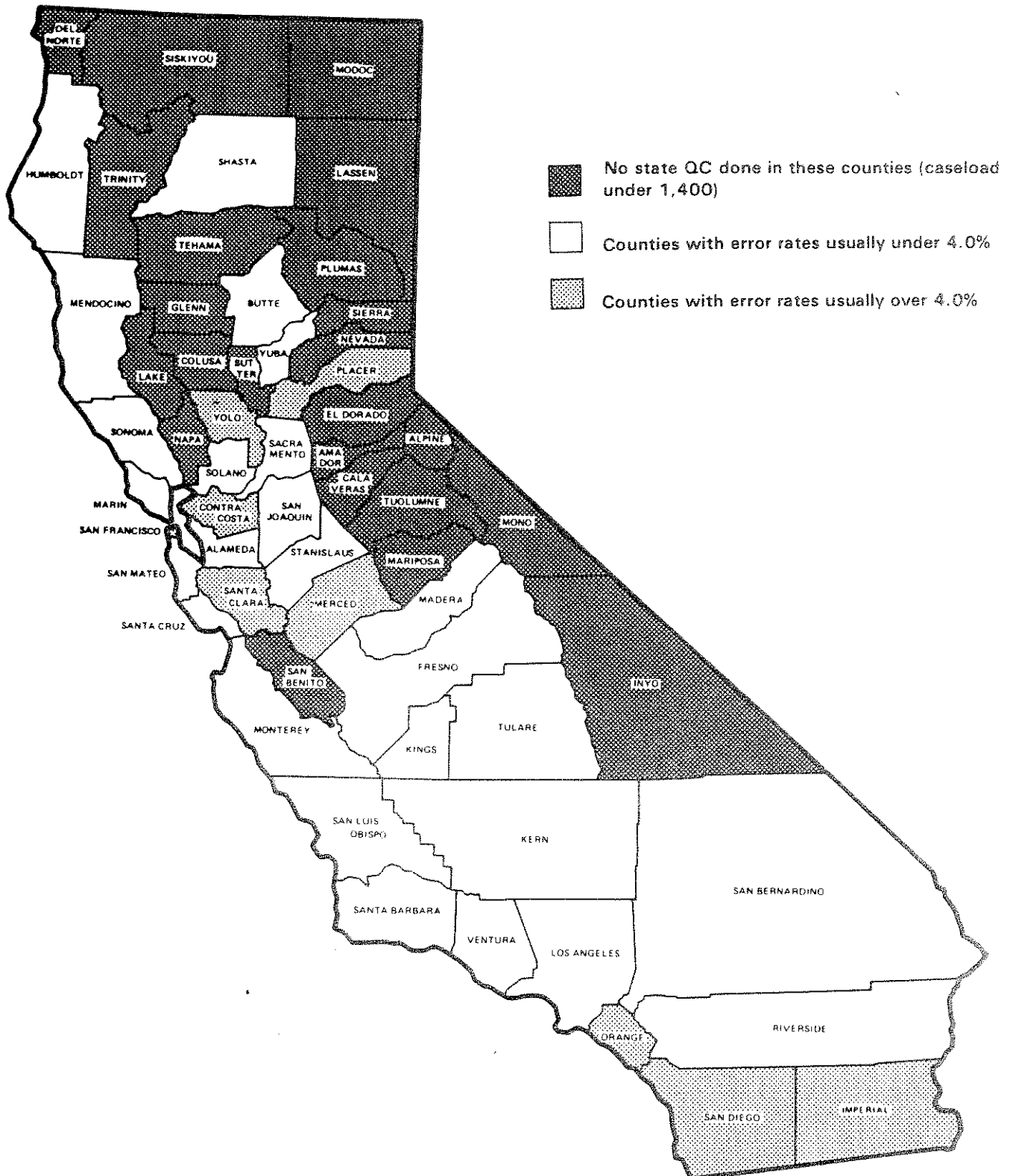


Chart 4

RECONCILED ORIGINAL COUNTY FINDINGS\*  
FROM THE 35 COUNTY  
STATE AFDC-QC SAMPLE  
APRIL-SEPTEMBER 1982 PERIOD  
(BY RANK ORDER)

| <u>ERROR RATES</u> | <u>COUNTIES</u> |
|--------------------|-----------------|
| 0.01               | Mendocino       |
| 1.1                | Solano          |
| 1.2                | Butte           |
| 1.4                | Sacramento      |
| 1.4                | Yuba            |
| 1.6                | Humboldt        |
| 1.6                | Madera          |
| 1.7                | Kern            |
| 1.7                | Riverside       |
| 1.8                | Fresno          |
| 1.9                | Monterey        |
| 2.0                | Alameda         |
| 2.0                | San Mateo       |
| 2.7                | Santa Cruz      |
| 2.9                | San Bernardino  |
| 3.0                | Shasta          |
| 3.0                | Stanislaus      |
| 3.1                | San Joaquin     |
| 3.3                | Sonoma          |
| 3.5                | Tulare          |
| 3.8                | Los Angeles     |
| 3.9                | San Luis Obispo |
| 3.9                | Santa Barbara   |
| <hr/>              |                 |
| 4.2                | Marin           |
| 4.6                | Yolo            |
| 4.7                | Ventura         |
| 4.8                | Kings           |
| 4.9                | Santa Clara     |
| 5.4                | San Diego       |
| 5.8                | Merced          |
| 6.9                | Placer          |
| 7.9                | Orange          |
| 7.9                | San Francisco   |
| 8.2                | Imperial        |
| 8.8                | Contra Costa    |

\*In California, individual payment error rates are established for each county with at least 1,400 AFDC-FG/U cases. This chart shows the combined overpayment and ineligible error rates with technical errors included.

PART 2  
UPDATE OF PREVIOUSLY REPORTED  
CORRECTIVE ACTIONS





## 2.A. STATE LEVEL

The following are updates of state level corrective actions that were previously reported:

| Reporting<br>Number | Major Error<br>Concentration | Responsibility                   | Completion<br>Status |
|---------------------|------------------------------|----------------------------------|----------------------|
| S-A83-1             | All                          | AFDC Corrective<br>Action Bureau | Completed            |
| S-A83-2             | All                          | AFDC Corrective<br>Action Bureau | Ongoing              |

Reporting Number: S-A83-1:

Corrective Action: Mail Informational Stuffers to Recipient

Description: A series of seven one-page informing notices, sent to recipients by County Welfare Departments. Each stuffer targets a particular problem of client-caused error and explains requirements, responsibilities, and penalties.

Changes: On August 5, 1983, an All-County Information Notice was released to the counties which requested their evaluation of the state developed stuffer notices. Forty-two counties (72%) responded.

Evaluation: The result of the survey is as follows:

- The majority of those counties responding to the survey used at least part of the state developed stuffers.
- Of those counties responding, 38 percent felt that the stuffers helped reduce errors.

This Department is encouraged by the widespread use of the state developed stuffers, and has suggested that counties continue their use. This corrective action is completed.

Reporting Number: S-A83-2

Corrective Action: Southern Counties Task Force and Workshop

Description: California's Southern Counties Task Force (Kern, Los Angeles, Orange, Riverside, San Bernardino, San Diego, San Luis Obispo, Santa Barbara, and Ventura) holds monthly meetings attended by staff from the State Department of Social Services. The Federal Office of Family Assistance sends a staff member to observe the proceedings.

Changes: There have been five task force meetings and one workshop held.

Evaluation: This is an ongoing corrective action. Updates will be included in future reports. Following are corrective action events that have taken place to date.

#### WORKSHOP

The first Southern Counties Corrective Action Workshop was held in March 1983. Seven "work products" were developed by the participants. These were:

- Training Outline for First Line Supervisors in the Corrective Action Process
  - o This outline is intended as a beginning tool to help generate a complete training package to educate first line supervisors in their role and functions in the corrective action process.
- How to Avoid Errors Due to Worker Inadvertence
  - o A process for counties to use in assessing the effectiveness of caseload controls to reduce errors caused by worker inadvertence.
- WIN Error Reduction Process
  - o This project outlines key elements of a corrective action in the area of WIN registration.
- Proposal for Recipient Training: Late/Incomplete CA 7s.
  - o This is a training package directed at reducing client error through client education regarding timely and complete monthly reporting forms.
- Fraud Indicators
  - o This work product is intended for eligibility workers to use as a desk guide for case review.
- Description of Interim Caseload Proposal
  - o Statistical information gathered by several counties indicates that a significant percentage of errors occur in the first four months of aid. In order to reduce the potential for error, the interim caseload proposal was developed.

- How to Select a Corrective Action
  - o Format for assessing the selection and effectiveness of corrective action efforts

The above-mentioned work products have been shared with other counties.

This first workshop has been considered so successful that a second workshop has been scheduled for April 1984.

#### TASK FORCE MEETINGS

The Southern Counties Task Force has also proven to be very successful. The presence of Management Staff from the State Department of Social Services and from Office of Family Assistance have enabled county representatives to discuss items they may not have normally discussed. These meetings have also allowed federal, state and county staff to share corrective action ideas and techniques.

Following are corrective action-related items that have been discussed at these meetings:

- Fraud
  - o The SDSS Fraud Bureau presented information on several topics: 1) Integrated Earnings Clearance System 2) interception of overpayments, 3) fraud early warning systems.
- Quality Control/Corrective Action Plan
  - o The SDSS draft of the county QC/CA planning process and reporting format was given to the county representatives for their review and comment.
- Court Cases
  - o Several court cases have been discussed because of potential error problems associated with the decisions.
- Presentations by County Staff
  - o Several counties have presented the corrective action activities performed in their counties. Examples:
    1. Kern County's approach:
      - zero error rate goal
      - intensive training of EWs through probation period
      - accountability for performance
      - effective two-way communication
      - extensive reading of cases

2. San Diego County's approach:

- expanded QC reviews are being done in districts
- QC information goes to district managers and to central office
- district managers who take responsibility for error rate reduction and who have a way of getting workers involved seemed to do better.

## 2.B. COUNTY LEVEL

The following section contains a status summary of previously reported county level corrective actions and an individual update and evaluation information for continuing and uncompleted actions.

COUNTY LEVEL  
CORRECTIVE ACTIONS SUMMARY

| Reporting<br>Number | Major Error<br>Concentration | Responsibility      | Completion<br>Status     |
|---------------------|------------------------------|---------------------|--------------------------|
| C-83-2              | WIN                          | Sacramento County   | Continuing               |
| C-83-3              | WIN                          | Sacramento County   | Continuing               |
| C-83-4              | WIN                          | Santa Clara County  | Continuing               |
| C-83-5              | WIN                          | Santa Cruz County   | Completed                |
| C-83-6              | Earned Income                | Contra Costa County | Continuing               |
| C-83-7              | Earned Income                | Fresno County       | Completed                |
| C-83-8              | Earned Income                | Merced County       | Completed                |
| C-83-9              | Earned Income                | Santa Clara County  | Completed                |
| C-83-10             | Earned Income                | Santa Clara County  | Completed                |
| C-83-12             | All                          | Contra Costa County | Completed                |
| C-83-13             | All                          | Contra Costa County | Continuing               |
| C-83-14             | All                          | Contra Costa County | Continuing               |
| C-83-15             | All                          | Los Angeles County  | Continuing               |
| C-83-16             | All                          | Los Angeles County  | Continuing               |
| C-83-17             | All                          | Los Angeles County  | Continuing               |
| C-83-18             | All                          | Los Angeles County  | Completed                |
| C-83-19             | All                          | Los Angeles County  | Combined with<br>C-83-16 |
| C-83-20             | All                          | Los Angeles County  | Completed                |
| C-83-21             | All                          | Los Angeles County  | Continuing               |
| C-83-22             | All                          | Monterey County     | Continuing               |
| C-83-23             | All                          | San Diego County    | Continuing               |
| C-83-24             | Social Security<br>Numbers   | Orange County       | Completed                |

| Reporting<br>Number | Major Error<br>Concentration | Responsibility     | Completion<br>Status |
|---------------------|------------------------------|--------------------|----------------------|
| C-83-25             | All                          | San Joaquin County | Continuing           |
| C-83-27             | All                          | Yolo County        | Continuing           |
| C-83-28             | All                          | Yolo County        | Continuing           |
| C-83-29             | All                          | Yolo County        | Completed            |
| C-83-30             | All                          | Yolo County        | Completed            |
| C-A83-1             | Implementation               | Butte County       | Completed            |
| C-A83-2             | WIN                          | Butte County       | Completed            |
| C-A83-3             | WIN                          | Butte County       | Continuing           |
| C-A83-4             | All                          | Fresno County      | Completed            |
| C-A83-5             | All                          | Imperial County    | Completed            |
| C-A83-6             | All                          | Kern County        | Completed            |
| C-A83-7             | All                          | Kings County       | Completed            |
| C-A83-8             | Social Security<br>Numbers   | Merced County      | Completed            |
| C-A83-9             | In-Kind Income               | Merced County      | Completed            |
| C-A83-10            | All                          | Merced County      | Completed            |
| C-A83-11            | All                          | Merced County      | Continuing           |
| C-A83-12            | All                          | Merced County      | Completed            |
| C-A83-13            | All                          | Merced County      | Completed            |
| C-A83-14            | All                          | Merced County      | Completed            |
| C-A83-15            | WIN                          | Sacramento County  | Continuing           |
| C-A83-16            | Social Security<br>Numbers   | Santa Clara County | Continuing           |
| C-A83-17            | All                          | Santa Clara County | April 1984           |
| C-A83-18            | All                          | Santa Clara County | Continuing           |
| C-A83-19            | All                          | Santa Cruz County  | Completed            |



| Reporting<br>Number | Major Error<br>Concentration | Responsibility    | Completion<br>Status |
|---------------------|------------------------------|-------------------|----------------------|
| C-A83-20            | All                          | Santa Cruz County | Continuing           |
| C-A83-21            | All                          | Santa Cruz County | Completed            |
| C-A83-22            | All                          | Santa Cruz County | Completed            |
| C-A83-23            | All                          | Shasta County     | June 1984            |
| C-A83-24            | Income                       | Solano County     | Continuing           |
| C-A83-25            | Income/All                   | Solano County     | Continuing           |
| C-A83-26            | All                          | Solano County     | Completed            |
| C-A83-27            | School<br>Attendance         | Solano County     | Completed            |
| C-A83-28            | All                          | Ventura County    | Completed            |
| C-A83-29            | All                          | Yolo County       | August 1984          |
| C-A83-30            | All                          | Yuba County       | Completed            |
| C-A83-31            | All                          | Yuba County       | Continuing           |
| C-A83-32            | Earned Income                | Yuba County       | Completed            |

Reporting Number: C-83-2

Corrective Action: Client Notification and Computer Generated List (Sacramento County)

First Reported: October 1981 - September 1982 Report

Description: Monthly issuance, to recipient and EW, of a computer produced notification to WIN register due to child turning six years old. Also, a monthly computer printout of cases in which child turned six years of age will be sent to EW.

Changes: There have been considerable delays in implementing this CA. The second implementation date of September 1, 1983, was not achieved due to the county's decision to fully evaluate the existing computer system and possible alternative systems. After the evaluation is completed a new implementation date will be established.

Evaluation: An evaluation will be made after implementation.

Reporting Number: C-83-3

Corrective Action: Specialized Training (Sacramento County)

First Reported: October 1981 - September 1982 Report

Description: Caseload management training to EWs regarding WIN.

Changes: Training which was originally planned for August 1983 was delayed due to program and management considerations. A new schedule calls for training to begin by June 1984.

Evaluation: The benefits will be evaluated through several months via supervisor reviews. It is expected that while WIN areas will benefit, a very broad range of elements will actually experience improvements.

Reporting Number: C-83-4

Corrective Action: Caseload Review (Santa Clara County)

First Reported: October 1981 - September 1982 Report

Description: EWs and their supervisors will review all active cases to see whether a child in the FBU has become six years old without proper WIN registration occurring.

Changes: None.

Evaluation: Preliminary evaluation indicates a reduction in this type of WIN registration error. A full evaluation will be completed at a later time.

Reporting Number: C-83-5

Corrective Action: Handbook Revision (Santa Cruz County)

First Reported: October 1981 - September 1982 Report

Description: Improve the county handbook section which addresses EW procedures to be followed with WIN or potential WIN cases.

Changes: New handbook section was distributed as previously indicated.

Evaluation: A major reduction in agency caused WIN errors has occurred. Completed.

Reporting Number: C-83-6

Corrective Action: Tickler File (Contra Costa County)

First Reported: October 1981 - September 1982 Report

Description: The case data system will be programed to produce a reminder to workers to inquire of cases which reported earnings during the year about receipt of a year end Earned Income Credit (EIC) adjustment payment.

Changes: None.

Evaluation: The county has programmed this into their automated system.  
Completed.

Reporting Number: C-83-7

Corrective Action: 100 Percent Case Review (Fresno County)

First Reported: October 1981 - September 1982 Report

Description: A supervisory review of all intake and renewal cases.

Changes: It has been found that most errors occur in continuing caseloads.  
Therefore, consideration is being given to spot reviews of continuing cases rather than a review of intake cases.

Evaluation: The county perceives that supervisory reviews have proven effective in lowering the total error rate from 5.3 percent (April-September 1981) to 1.4 percent (October 1981-March 1982). Completed.

Reporting Number: C-83-8

Corrective Action: Case Review (Merced County)

First Reported: October 1981 - September 1982 Report

Description: A one time supervisory review of current income cases.

Changes: None.

Evaluation: Although the county perceived the action to be effective, they feel this type of review is too great an increase in workload to employ full time. Completed.

Reporting Number: C-83-9

Corrective Action: Case Review (Santa Clara County)

First Reported: October 1981 - September 1982 Report

Description: All earned income cases reviewed more closely by EWs and supervisors (100 percent case review).

Changes: None.

Evaluation: The CA disclosed that 32 percent of the reviewed cases had errors. The county was able to correct the cases and thereby reduce erroneous payments. Completed.

Reporting Number: C-83-10

Corrective Action: Notice to Clients (Santa Clara County)

First Reported: October 1981 - September 1982 Report

Description: Send informational notice and form to selected earned income clients regarding notification to county of change in income.

Changes: None.

Evaluation: Evaluation shows this is a viable means of gathering this data and that having a verification document in the case file is beneficial for reviewers. Completed.

Reporting Number: C-83-12

Corrective Action: Develop a Correction Action Handbook (Contra Costa County)

First Reported: October 1981 - September 1982 Report

Description: Produce a handbook for use by all staff which details how CA committees in district offices should be organized. It will incorporate CA ideas, directives, stuffers, etc.

Changes: There are now specific sections of the county manual which deal with establishing and running a corrective action committee in a district office, doing quality assurance case reviews, and identifying and handling high risk cases.

Evaluation: All districts have begun to hold regular CA meetings. In addition, there are countywide CA meetings. These, along with increased emphasis on CA in general, will lead to a reduction in the county's error rate. Completed.

Reporting Number: C-83-13

Corrective Action: Quality Assurance Case Review (Contra Costa County)

First Reported: October 1981 - September 1982 Report

Description: The county will desk review, in each district office, 50 percent of their caseload and do approximately 30 complete QC reviews of referred cases that have been determined to be high risk.

Changes: The QA workers review cases in one district office at a time. The county is now on its third round of QA reviews. During the first round, all AFDC cases were reviewed. During the second round, one-half of the AFDC cases were fully reviewed, but all were reviewed for high risk criteria. All the high risk cases are reviewed in the one-half caseload review. The third round is currently being conducted, with the modification of QA reviews performing some case actions (e.g., sending of third-party verifications, setting case controls) rather than strictly reviewing.

Evaluation: As part of the overall attention to CA, the county believes this specific activity has contributed to a county finding of 2.2 percent in payment errors for the most recent QC period.

Reporting Number: C-83-14

Corrective Action: Two-Day Workshop for Supervisors (Contra Costa County)

First Reported: October 1981 - September 1982 Report

Description: A mandatory, two-day workshop for AFDC supervisors. Topics will include: techniques in error reduction, efficient staff development, and instruction in critical error cause areas.

Changes: The first sessions were so well received that two more were held in Fall 1983, addressing problem policy areas identified by QA.

Evaluation: Supervisors report that unit meetings have been more effective in communicating information to workers. As a result of the meetings, the county believes that supervisors are now more a part of the CA team.

Reporting Number: C-83-15

Corrective Action: Shelter Costs Computer Match (Los Angeles County)

First Reported: October 1981 - September 1982 Report

Description: A computer survey is planned to identify cases where shelter costs absorb a major portion of reported income from the AFDC grant and other resources.

Changes: A request for data processing services was made in June 1983. The Data Processing Department, working around the implementation schedule for the new county Integrated Benefit Payment System (IBPS) began its evaluation of the request in November 1983. A computer survey was developed to identify AFDC/Food Stamp cases with housing costs comprising 75 percent or more of known income. These cases would then receive special attention to reconcile apparent discrepancies.

Evaluation: As of January 1984, the program was simplified and the county will begin testing the program in February 1984. An evaluation will follow.

Reporting Number: C-83-16

Corrective Action: Error Cause Determination Study (ECDS) Combined with Focused Reviews (Los Angeles County)

Reported in: October 1981 - September 1982 Report

Description: Error Cause Determination Study - Perform a study on all error dollars identified in State QC reviews. Develop a methodology to identify the error cause, to prevent error recurrence, and to assess management and QC review staff comments.

Focused QC Audits - To develop a corrective action task force to audit and assist districts with a high QC error rate. The task force would identify problem areas and make corrective recommendations. Any EW with high error rates could be given extra training and counseling.

Changes: The forms and instructions for cause determinations were developed, as well as a mechanism for eligibility worker interviews. The ECDS was to have been conducted in conjunction with the focused review which had been temporarily postponed. Both have been rescheduled to begin during the bi-monthly review period December 1983-January 1984.

Evaluation: Implementation not yet completed.



Reporting Number: C-83-17

Corrective Action: Error Prone Profile (Los Angeles County)

Reported in: October 1982 - September 1982 Report

Description: The AFDC Corrective Action Planning Committee will work through the Statewide Corrective Action Committee and SDSS to develop a profile of error prone cases.

Changes: The need to supplement the federal profile by developing additional criteria using information other than that gathered in QC reviews was presented at an August 1983 meeting with SDSS. This proposal has been temporarily postponed.

Evaluation: Implementation is not yet complete.

Reporting Number: C-83-18

Corrective Action: Reevaluation of File Specialization (Los Angeles County)

Reported in: October 1981 - September 1982

Description: A plan to reevaluate and decrease Los Angeles County's system of file specialization due to recent program changes.

Changes: This study was completed by income maintenance staff. It deduced that a more flexible method of conducting specialized caseloads was needed. On June 13, 1983, an administrative memo was issued which established case specification on a district office level. The district office Director determines (based on QC statistics and error concentrations) what percentage of EWs will specialize on which error concentrations. These percentages can be adjusted as error concentrations fluctuate.

Evaluation: The county believes that as a result of this action there are better case controls, more precise case counting, improved tracking and monitoring, more effective utilization of workforce, and improved QC performance. Completed.

Reporting Number: C-83-19

Corrective Action: Focused QC Audits (Los Angeles County)

Reported in: October 1981 - September 1982 Report

Description: Establish a corrective action task force, identify problem areas, and make recommendations for corrective action in the identified problem areas.

Changes: This CA is now closely aligned with C-83-16.

Evaluation: Combined with C-83-16.

Reporting Number: C-83-20

Corrective Action: Pilot Project - Home Visits (Los Angeles County)

Reported in: October 1981 - September 1982 Report

Description: Develop a pilot project to perform home visits on all cases three months after intake approval. This CA was never formally adopted. Mandatory home calls were terminated July 1982. Los Angeles County DPSS decided to do home call monitoring reviews in order to assess the error potential impact as compared to the work reduction and cost savings benefits.

Changes: AFDC Home Call Monitoring Review began with the August-September 1982 review period. The decision was made to discontinue these home calls effective the October-November 1983 review period.

Evaluation: This corrective action was discontinued because it was found not to be cost effective. While these home calls were being conducted, there was never any evidence of a significant problem. The county intake workers still have the option of making home visits if the situation warrants. Completed.

Reporting Number: C-83-21

Corrective Action: SSN Verification (Los Angeles County)

Reported in: October 1981 - September 1982 Report

Description: Develop a system that would confirm new SSNs and provide verification that applicant submitted SSNs are valid.

Changes: A working meeting with staff from the State Departments of Social Services and Health Services and from the Social Security Administration was held in Los Angeles on September 8, 1983, to clarify issues and resolve potential conflicts. The county is continuing to pursue a system which will guarantee full and accurate enumeration of all AFDC cases, as well as those for other programs.

Evaluation: Statewide system planned to be implemented March 1, 1984.

Reporting Number: C-83-22

Corrective Action: Assignment of Workers to Districts (Monterey County)

First Reported: October 1981 - September 1982 Report

Description: The county installed independent QA workers in each district office in December 1981. They were assigned to review high risk cases.

Changes: The third and final month of high risk case reviews by QA workers is being completed. Data are being submitted by each district.

District QA staff are also performing specialized case reviews as designated by each district manager.

Evaluation: Preliminary data from one district office shows discontinuance was requested for 10 percent of the cases reviewed and that 10 percent of the reviews resulted in other case actions being taken on information obtained from the case review. A final evaluation of the effectiveness of the high risk and review report will be made when all the districts submit their data.

Reporting Number: C-83-23

Corrective Action: County Handbook for All Workers (San Diego County)

First Reported: October 1981 - September 1982 Report

Description: A county "How To" handbook for all staff, to supplement the procedures and policy manual already in place.

Changes: So far three chapters have been completed. They relate to automated systems for all benefit programs and gives direction on how to operate the computer terminal.

Evaluation: It is anticipated that the county's error rate will be reduced due to better EW understanding through use of the county handbook.

Reporting Number: C-83-24

Corrective Action: Computer Generated Alert (Orange County)

First Reported: October 1981 - September 1982 Report

Description: Individual case file registers to include computer-generated alerts for missing SSNs.

Changes: Could not eliminate the problem of persons who have gotten an SSN appearing on the next alert notice when notification to the computer has been received after the deadline. EWs are now aware of the lag in reporting vs. posting, and allow for it.

Eligibility Supervisors review the alerts with the EW.

Evaluation: SSN errors as discovered in the state sample and desk reviews have dropped over the last three periods: April-September 1982 - six errors; October 1982-March 1983 - three errors; April-September 1983 - no errors. The system is now operating in the county. Completed.

Reporting Number: C-83-25

Corrective Action: Special Home Visits (San Joaquin County)

First Reported: October 1981 - September 1982 Report

Description: Additional pay to 24 EWs for performing home visits on a portion of their caseload.

Changes: None.

Evaluation: The success of the CA has compensated for the additional pay to EWs. Seven to ten home calls are done each week. For the period April 1983 through September 1983, the county estimated that it saved \$4,000 in food stamp cases and over \$17,000 in AFDC cases in actual benefits to recipients.

Reporting Number: C-83-27

Corrective Action: 100 Percent Case Review (Yolo County)

First Reported: October 1981 - September 1982 Report

Description: A one-time 100 percent case review to establish a clean caseload.

Changes: The 100 percent review was suspended during county conversion to the case data system. Prior to suspension, two of the three offices (Woodland and Davis) had been reviewed. The Broderick office review will begin in early February 1984.

Evaluation: A final report will be issued following the Broderick review.

Reporting Number: C-83-28

Corrective Action: Continued Assessment Training (CAT) Reviews (Yolo County)

First Reported: October 1981 - September 1982 Report

Description: The CAT reviews are performed by a training personnel team on 10 percent of the monthly caseload. The error findings are evaluated and the results given to management.

Changes: This CA was suspended during county conversion to case data system. It will resume in April 1984.

Evaluation: Very successful in identifying staff training needs. Courses provided based on findings include: stepparent, self-employment, alien status, and coordination with the DA on child support cases.

Reporting Number: C-83-29

Corrective Action: Quality Appraisal Reports (QAR) and Remedial Training (Yolo County)

First Reported: October 1981 - September 1982 Report

Description: The county performs a monthly QAR of the cash aid caseload and identifies any error concentrations. The Training Unit and program manager develop specific staff remedial training on these identified error concentration areas.

Changes: None.

Evaluation: This function is the foundation of the CA process. Supervisors and EWs know weak and strong areas of performance, both individually and countywide. When problem/weaknesses are identified, remedial training can be given. Completed.

Reporting Number: C-83-30

Corrective Action: Systems Change (Yolo County)

First Reported: October 1981 - September 1982 Report

Description: Develop a system to segregate intake and continuing case processing.

Changes: This CA has been implemented countywide based on the Broderick office pilot.

Evaluation: A better appreciation of intake responsibilities has been gained as staff rotate through intake and continuing caseloads. Such appreciation and care at intake prevents initial problems which can continue in the caseload until found in a review. Completed.

Reporting Number: C-A83-1

Corrective Action: Analysis of Errors for Nature and Cause (Butte County)

First Reported: April 1982 - March 1983 Report

Description: Review of caseload to determine cause of error and whether the same person is consistently making them.

Changes: None.

Evaluation: The cause of errors was precisely determined and specific corrective action was taken to resolve the problem. Completed.

Reporting Number: C-A83-2

Corrective Action: Concentrated EW Training (Butte County)

First Reported: April 1982 - March 1983 Report

Description: Training to clarify EW understanding and application of regulations concerning recipient registration when not providing full-time care of a child under six.

Changes: Clarification by SDSS of the interpretation and application of these regulations allowed the county to cancel this effort as unnecessary.

Evaluation: Activity cancelled.

Reporting Number: C-A83-3

Corrective Action: School Attendance Form (Butte County)

First Reported: April 1982 - March 1983 Report

Description: Recipients with children 16-18 years of age are sent a school attendance form to complete. The form authorizes the CWD to obtain attendance verification from the school.

Changes: This activity was fully implemented in October 1983. The original July 1983 start date was missed to accommodate the mailing of more critical forms/notices to recipients.

Evaluation: The CA has not been in use long enough to determine actual benefits.



Reporting Number: C-A83-4

Corrective Action: Use of State Supplied Mailing Stuffers (Fresno County)

First Reported: April 1982 - March 1983 Report

Description: CWD will use state supplied stuffers to remind recipients of reporting responsibilities.

Changes: Used the stuffers on a rotating basis throughout the year.

Evaluation: County findings show that client caused errors have decreased. Completed.

Reporting Number: C-A83-5

Corrective Action: Case Review (Imperial County)

First Reported: April 1982 - March 1983 Report

Description: A case review of twenty AFDC cases per EW during each six-month review period.

Changes: None.

Evaluation: Training needs regarding UAM contributions and WIN registration were identified. Classes in these subject areas were held. By training EWs in the problem areas, the county hopes to cause a decrease in these error elements. Completed.

Reporting Number: C-A83-6

Corrective Action: Error Memo to CWD Director (Kern County)

First Reported: April 1982 - March 1983 Report

Description: A memo is sent to the CWD Director detailing errors found in the state sample.

Changes: None.

Evaluation: This is an illustration of this county's daily emphasis on CA. Kern County continues to have a low error rate; 0.0 percent during the latest period (original county findings). This corrective action is in place and completed.

Reporting Number: C-A83-7

Corrective Action: State Supplied Mailing Stuffers (Kings County)

First Reported: April 1982 - March 1983 Report

Description: CWD will send the state supplied stuffers, along with county stuffers, to recipients.

Changes: None.

Evaluation: The county perceives an increase in recipient responsiveness in reporting income and changes. Comments to EWs by some recipients suggest that these would not have been reported if the stuffers had not been received. Completed.

Reporting Number: C-A83-8

Corrective Action: Review of SSN Related Lists (Merced County)

First Reported: April 1982 - March 1983 Report

Description: Clerical staff reviews Central Information Unit lists to determine status of SSN.

Changes: None.

Evaluation: EW time has been made available for more complex tasks. At the same time, county findings show that SSN errors have decreased. Completed.

Reporting Number: C-A83-9

Corrective Action: EW Training on In-Kind Income (Merced County)

First Reported: April 1982 - March 1983 Report

Description: Provide EWs with training regarding in-kind income regulations.  
This error element had been a problem area for this county.

Changes: None.

Evaluation: The county perceives this activity as a contributing factor in reducing the error rate from 5.6 percent in April-September 1981 to 2.5 percent in October 1981-March 1982. Completed.

Reporting Number: C-A83-10

Corrective Action: Improved Use of Computer Resources (Merced County)

First Reported: April 1982 - March 1983 Report

Description: Several computer programs (e.g., age listing, SSN list, overdue renewals) have been streamlined and/or revamped using new data processing analyst's expertise.

Changes: None.

Evaluation: Improved programs have produced print-outs which EWs are readily accepting and using. Errors previously associated with these computer listings have been reduced. Completed.

Reporting Number: C-A83-11

Corrective Action: Identifying EW/Unit Where Overpayment Errors Occur  
(Merced County)

First Reported: April 1981 - March 1982 Report

Description: Management review and documentation of overpayments caused by worker/unit.

Changes: None.

Evaluation: An effectiveness report has not yet been released.

Reporting Number: C-A83-12

Corrective Action: Internal Review of Selected Cases (Merced County)

First Reported: April 1982 - March 1983 Report

Description: In-depth internal review of selected caseloads on a quarterly basis. This is in addition to monthly QA reviews.

Changes: None.

Evaluation: This is one of many continuing activities which the county believes has contributed to an error rate reduction from 5.6 percent to 2.5 percent in the twelve-month period April 1981 through March 1982. Completed.

Reporting Number: C-A83-13

Corrective Action: Tickler File (Merced County)

First Reported: April 1982 - March 1983 Report

Description: Use tickler file to draw attention to cases which need special attention.

Changes: None.

Evaluation: EWs react in a timely manner and few important case dates are missed. Completed.

Reporting Number: C-A83-14

Corrective Action: County Initiated Corrective Action Committee Meetings  
(Merced County)

First Reported: April 1982 - March 1983 Report

Description: Monthly CA committee meetings. The Deputy Director of Benefit Payments chairs the meeting, membership is first-line supervisors and above.

Changes: None.

Evaluation: This is one of many continuing activities which the county believes have resulted in an error rate reduction from 5.6 percent to 2.5 percent in the twelve-month period April 1981 through March 1982. Completed.

Reporting Number: C-A83-15

Corrective Action: Increased Consideration/Information Sharing Between County and EDD (Sacramento County)

First Reported: April 1982 - March 1983 Report

Description: Meet with EDD staff regarding more up-to-date registration data communication.

Changes: None.

Evaluation: The CA has not been implemented long enough to thoroughly determine the actual benefits, however, there appears to be a reduction of problems and errors in this area.

Reporting Number: C-A83-16

Corrective Action: Provide a Computer List of Recipients Without SSNs  
(Santa Clara County)

First Reported: April 1982 - March 1983 Report

Description: Computer listing of cases which have members without a SSN.

Changes: Full implementation in August 1983, one month early.

Evaluation: The CA has not been in use long enough to fully determine benefits.  
The pilot effort did show that this case situation could be identified at  
an earlier point in the process using this technique.

Reporting Number: C-A83-17

Corrective Action: Publication of "How To" Manual (Santa Clara County)

First Reported: April 1982 - March 1983 Report

Description: The manual will present step-by-step procedures and the appropriate forms for EWs to use for intake and an ongoing case process.

Changes: The manual has been prepared and final clearance for distribution and use is expected by April 1, 1984.

Evaluation: After the manual has been in use for several months, its effectiveness will be evaluated. It is anticipated that by providing specific and simplified EW instructions, the error rate will be reduced.

Reporting Number: C-A83-18

Corrective Action: Training in Use of Monthly Caseload Listing  
(Santa Clara County)

First Reported: April 1982 - March 1983 Report

Description: Short-term training program in the use of monthly caseload listing as a control method.

Changes: Implementation took place in May 1983 but was soon temporarily stopped due to other demands on the county's resources.

Evaluation: The training has not been in use long enough to evaluate. An evaluation is planned after more time.

Reporting Number: C-A83-19

Corrective Action: AFDC Handbook Sections and EW Training (Santa Cruz County)

First Reported: April 1982 - March 1983 Report

Description: Write and publish handbook sections on various error categories; provide training in same.

Changes: None.

Evaluation: The county believes that with the EW's increased program knowledge, the error rate will be lower. Completed.



Reporting Number: C-A83-20

Corrective Action: Monthly Review of Error (Santa Cruz County)

First Reported: April 1982 - March 1983 Report

Description: The Corrective Action Committee reviews the cases found in error to determine if trends exist.

Changes: Implementation was delayed from March 1983 to November 1983 due to other CWD priorities.

Evaluation: Too soon to determine benefits.

Reporting Number: C-A83-21

Corrective Action: New Forms and Letters (Santa Cruz County)

First Reported: April 1982 - March 1983 Report

Description: Every eight months all forms and letters will be reviewed against the regulations and latest forms. As necessary, changes will be made and new forms/letters prepared.

Changes: None.

Evaluation: The EWs have greater confidence in the documents they are working with. It is expected that the use of correct forms will help in keeping the error rate down. Completed.

Reporting Number: C-A83-22

Corrective Action: Create a Master File of Policy Information  
(Santa Cruz County)

First Reported: April 1982 - March 1983 Report

Description: All AFDC memos and questions and answers will be filed in one location and available to everyone. This will be continually updated.

Changes: The filing and reviewing system was established in March 1983.

Evaluation: It is believed that having current and correct data helps keep the error rate lower. Completed.

Reporting Number: C-A83-23

Corrective Action: County Handbook (Shasta County)

First Reported: April 1982 - March 1983 Report

Description: The CWD developed a "How To" handbook for all EW staff. It is divided into eighteen sections and discusses AFDC requirements and step-by-step procedures. Each handbook section is keyed to the relevant EAS manual sections.

Changes: This CA was allowed to lapse by the county. It is currently undergoing a complete revision by the training unit and new staff member. Anticipated completion is in early June 1984.

Evaluation: Activity temporarily postponed.

Reporting Number: C-A83-24

Corrective Action: Training of Staff by Employees of the Unemployment Insurance Office, Veterans Administration, and Social Security Administration (Solano County)

First Reported: April 1982 - March 1983 Report

Description: As necessary, training is given on how to process referrals to the EDD, VA, and SSA, and how to interpret data supplied by them.

Changes: Liaison activities with EDD and SSA continue. A training session with EDD for all EWs was held in July 1983. A similar session is being organized with SSA.

Evaluation: The county feels the meetings contribute to the low error rate by keeping EWs aware of casework needs.

Reporting Number: C-A83-25

Corrective Action: Case Review (Solano County)

First Reported: April 1982 - March 1983 Report

Description: Review selected county problem caseloads.

Changes: Reviews were suspended in July 1983 due to staffing problems. County plans to start again in April 1984 if staffing goes as planned.

Evaluation: The reviews focusing on earned income cases began in January 1983. Between January and April 1983, 197 cases were reviewed, 57 had Earned Income Credit (EIC) errors. As a result of the high number of errors found, refresher training on EIC was given in March 1983. The reviews also pinpointed the 150 percent income limit and overpayment adjustments as areas of concern. Reviews performed during May - July 1983 showed a significant decrease in earned income errors. The conclusion was that the case reviews coupled with the refresher training were effective error reduction devices. As a result of the reviews, a list of employers not giving advance EIC to employees was developed as a tool for EWs.

Reporting Number: C-A83-26

Corrective Action: Fraud Prevention Training (Solano County)

First Reported: April 1982 - March 1983 Report

Description: Yearly training is given to all staff in fraud prevention and error detection methods, with special emphasis on interviewing skills. These sessions are conducted by the Chief Investigator. In addition, all new workers are given similiar training before or shortly after their assignment to caseloads.

Changes: None.

Evaluation: The county reports that EWs are now more aware of potential fraud characteristics. Referral of only the most likely cases now takes place. EWs are also able to prevent entry of fraudulent information because their skills in this area are better. Completed.

Reporting Number: C-A83-27

Corrective Action: CDS Report on AFDC Children Aged 18 for School Attendance Verification (Solano County)

First Reported: April 1982 - March 1983 Report

Description: A listing of persons to become 18 years old during the third month hence, are produced and an automatic speed letter to the case is generated. The listing is by worker and an alert that possible discontinuance action is required. A letter is sent to the caretaker/payee to complete and return. The letter requests information as to the child's future school plan.

Changes: None.

Evaluation: There were no 18-year-old/school enrollment errors last QC period. Completed.

Reporting Number: C-A83-28

Corrective Action: Corrective Action Committee (Ventura County)

First Reported: April 1982 - March 1983 Report

Description: Formation of a CA Committee.

Changes: None.

Evaluation: CA Committee has been formed and meets on a regular monthly basis.  
Completed.

Reporting Number: C-A83-29

Corrective Action: High Risk Caseload (Yolo County)

First Reported: April 1982 - March 1983 Report

Description: High risk characteristics will be established based on a pilot run in the Broderick office.

Changes: High risk caseloads have not been implemented countywide because of the intervening conversion to the case data system and loss of staff. This has, however, allowed extra time to analyze the effectiveness of the Broderick pilot (which has continued through 1983). Yolo has determined that the high risk caseload has demonstrated its usefulness to a degree that warrants countywide implementation. Countywide application will be complete by August 1984 at the latest.

Evaluation: Earned income and unearned income errors have been noticeably reduced in the pilot office in comparison with the two nonpilot offices. The savings realized from error avoidance have permitted the county to promote workers to the EW III level to handle the higher risk caseload. If the expected savings are obtained in the other two offices, the same staffing changes will be made.

Reporting Number: C-A83-30

Corrective Action: Quality Assurance Review (QAR) (Yuba County)

First Reported: April 1982 - March 1983 Report

Description: A sample review of 1) the current month's eligibility and grant action activity, and 2) the prior month's eligibility and grant action activity back to the last CA 2. The Program Manager is notified of findings and all errors are corrected.

Changes: None.

Evaluation: County management believes that identification of error cause through use of a QA review provides a valuable tool in maintaining a low error rate. All QA positions are now filled. Completed.

Reporting Number: C-A83-31

Corrective Action: Training (Yuba County)

First Reported: April 1982 - March 1983 Report

Description: Classes in selected program and skill areas to EWs by EW supervisors.

Changes: Classes which are scheduled for the first part of 1984 are - Building Supervisory Skills, Cultural Awareness, Understanding Need and Personal Property, Caseload Management, and Developing Interviewing Skills.

Evaluation: Their error rate is 3.76 percent for the April - September 1983 period. The county believes this training can maintain the low error rate.

Reporting Number: C-A83-32

Corrective Action: Forms Packet (Yuba County)

First Reported: April 1982 - March 1983 Report

Description: A package of forms for use by EWs when computing EIC. There are separate packets for Intake Workers and Continuing Workers.

Changes: None.

Evaluation: The most recent six-month period held no EIC errors. Completed.